

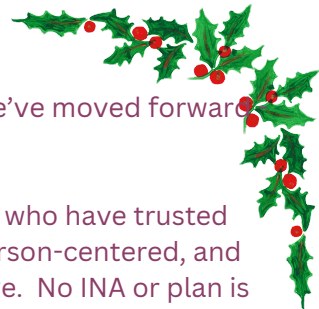


Thinking Outside the Box

A newsletter dedicated to the achievements of Jennifer M Whittall Ltd - The Team and Clients



Reflecting on 2023



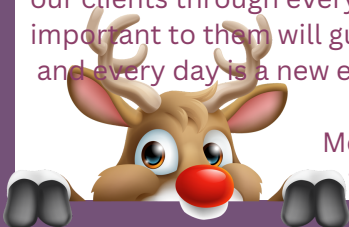
As the end of 2023 draws near, we take time to look at what we achieved and how we've moved forward. I can only say I am filled with pride.

Our small, but brilliant team have worked beyond expectations to support the clients who have trusted their lives and rehabilitation to us. We talk about rehabilitation and support being person-centered, and we truly believe this at Jennifer M Whittall Ltd, and it is something we strive to achieve. No INA or plan is the same, and certainly no rehabilitation team is the same. We are not a cut-and-paste operation as we see the opportunity to research, evaluate, and develop our knowledge specific to the client. The joy of being a Case Manager is working as a team, and although on initial instruction it can seem daunting in terms of any problems or challenges we face, we face these as a team and drive forward in order to meet the clients' goals.

The team at JMW Ltd, who work from Leeds down to Gloucester and through to Wales, cannot be thanked enough for all their hard work, their knowledge and experience in their particular fields and add to the dynamics within our organisation, and of course, without the support of Racheal, Mandy, Jo and Dani, client rehabilitation would not work smoothly.

In addition, I would like to extend a thank you to the care staff we support and facilitate our clients to employ, whether this be via an agency or directly employed. A huge thank you goes out to you all. Also, the legal teams who have put their trust in us to suitably support their clients on their rehabilitation journey. It is great how we collaboratively work to ensure your client can move forward in the right direction.

But... where would we be without our clients ... As I said, the joy of being a case manager is working with our clients through every step of their journey. The skill of being able to listen and tease out what's important to them will guide us in the direction they wish us to progress. Every day is different, and every day is a new experience for us which we are grateful for.



Merry Christmas to everybody and look forward to catching up in the New Year. *Jenny Whittall*





What a year!
Lets take a look at
a few highlights....

British Triathlon Patatri Super Series

After securing a victory in 2022 for the men's PTWC

In the British Triathlon Paratri Super Series at the first world triathlon para series in Swansea, Client DW returned to the start line on 15/07/23 in South Wales, just one short week before his wedding! !



Tennis and Cricket

Our regular reporting superstar client CG was successful in his Tennis Tournament in September of this year!

Then again in October where he won the 2023 Staffordshire Cricket Coaches Award.



World Cup

England made it through to the quarter finals but unfortunately knocked out after a 2-1 defeat by France. Not meant to be so bring on 2026!

Support for Care Staff

We welcomed Dani to the team as Employee Engagement Officer.

Every Day is a School Day

We supported a client to obtain a Nimbus Access Card.

The Access Card enables disabled people to better access entertainment venues.

They have partnered with providers such as The Ticket Factory, West Midlands Safari Park, Merlin and many more.

For more information visit their website www.nimbusdisability.com/contact

Nimbus Disability is a social enterprise company that offers a range of services including training, auditing and consultancy focussed on accessibility and equality.

It is run by disabled people for disabled people.



CG enjoyed a break away with the family

CONGRATULATIONS

Client N

Congratulations to 'N' who has successfully reached the end of her claim. Supported by Martin Hood of Jackson Lees Solicitors

Thank you to David Alcock of DMA Associates, and Charlotte Bowker, OT who have been instrumental in designing the adaptations for her property.

Thanks also goes to Alan Blackmore, Wheelchair representative, for help with her new powered outdoor wheelchair from Permobil. Great to see N sitting so comfortably in her new chair. Now it is time to look into her new vehicle.

Client J

Well done to J for starting their new job and settling in well.

Client J

Well done to J to making the team and competing in the commonwealth games. She will now be training for a place in the Olympics!

Racheal

Congratulations to Racheal, our Joint Registered Manager in passing her Level 5 Diploma in Leadership in Health & Social care qualification.

So very well deserved and adds to Racheal's wealth of knowledge and skills.



What's on the cards for 2024?

We will be entering 2024 rest assured we have a strong team who are keen to learn and grow with the times. In 2023, we saw:

Racheal successfully achieve her Level 5 Diploma in Leadership in Health & Social Care qualification and has had her finger on the pulse in terms of changes within the CQC and the move to a single assessment framework and meeting data governance requirements.

Jenny was elected and accepted to sit on BABICM Council as she is keen to support the smaller case



management companies in the industry and ensure they are recognised with the development of new membership opportunities and

policies. Jen will often quote... "Remember you do not have to be big to be beautiful".

Lisa starts the process of becoming BABICM Advanced Registered Practitioner.

The team welcome **Natalie** Martin who has recently joined as Associate Case Manager.

Although we do not have a crystal ball, we are in no doubt that the year ahead will consist of many more challenges, some no doubt associated with new standards to work to, that will be driven by all the organisations which we have to be affiliated with. As ever, we will embrace that challenge and will do our utmost to ensure that we strive for the excellence that we truly believe in. We are ready and waiting – bring it on!



A big thank you to everyone for your continued trust and support - what a fantastic year!

Here is to a happy and healthy 2024!

